



# Enterprise Invoice Management/ Enterprise Service Management Pilot Update



May 2006

Volume 1, Number 2

## EIM/ESM Overview

The Executive Office of Health and Human Services is implementing a web-based invoice and service management system (EIM/ESM) during state fiscal year 2007.

EIM/ESM is a single point of management for invoicing and contracting activity between EOHHS agencies and POS providers. In addition to streamlining invoicing and reporting processes, EIM/ESM provides a central repository of information on all POS expenditures and service delivery.

In addition, EIM/ESM provides intake and service delivery management features for the Department of Public Health and its providers.

EIM/ESM will eventually support approximately 5000 users, processing invoices totaling \$2.1B each year.

## Contact Us

POS.EIM-  
ESM@massmail.state.ma.us

## Helpful Links

EIM/ESM Documents,  
Newsletters, and Pilot  
Training Materials

EOHHS Provider Home Page

## EIM/ESM Pilot Underway

EIM/ESM is now live for pilot agencies and providers!

The implementation team is working on-site with providers and agencies in the field, helping new users test their log-in credentials, validate business data, activate contracts, and generate invoices.

The Virtual Gateway Help Desk is providing phone support to pilot participants who are using EIM/ESM for the first time.

Additionally, the EIM/ESM team will be holding regular conference calls to get feedback from pilot participants and to learn about their experiences using the system.

## Pilot Training Wrapping Up

This month, the training team is finishing the first round of training pilot participants on the EIM/ESM system. Planning is underway for the next round of provider and agency training sessions.

Over the next several weeks, the EIM/ESM training team will be contacting agencies and providers who will be involved in the next training sessions. These will be primarily DPH providers who are involved in the Summer EIM/ESM Release 2 Go-Live.

New training tools are available online for EIM/ESM pilot providers, including job aides, tip sheets, and manuals. [Click here](#) to access the EIM/ESM pilot training materials.

## Keeping You Updated

As the pilot rolls out, the communications team will update agencies and providers with frequent emails, newsletters, and training documents.

[Click here](#) to find a selection of communications including updates and fact sheets about the EIM/ESM initiative.

## Suggestions and Comments

If there is a topic you'd like to see covered in an upcoming newsletter, please let us know: [POS.EIM-ESM@massmail.state.ma.us](mailto:POS.EIM-ESM@massmail.state.ma.us).